

Arizona Department of Health Services (ADHS) Update By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c.	Continue to implement Web-based strategies for collecting and providing licensing and vital records information.	ADHS	Government Information Technology Agency (GITA)		Work continues towards making e-licensing available for providers. Accomplished the roll out of e-licensing for Assisted Living Licensees by the end of summer 2010. Other licensing programs will follow. AZCARECHECK continues to be updated and has proven to be a valuable information source for the public. Vital records has expanded its availability by having a vital records office in every county in Arizona this year. It also has instituted electronic death certificates in every funeral home and Medical Examiners' office in Arizona.

Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Collaborate with other agencies to coordinate transportation resources to effectively meet the needs of older adults.	ADOT - ALL other agencies	DES, AHCCCS, ADHS, Pinal/Gila Council on Aging, Community Agencies in Pinal County, Maricopa Association of Governments (MAG)	On-going	

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.3: Educate businesses, providers, and other private entities about the value and needs of senior Arizonans.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
		ADHS	Department of Licensing Services (DLS)	On-going	DLS licensing programs continue to hold monthly provider orientations for prospective and current licensees. DLS also serves on committees and meets with the provider associations on a regular basis. DLS continually updates the licensing programs web pages to either provide, or link to, important information. Injury Report Re: Falls among Arizona residents 65 years and older. Recommend: education of older adults about the need to: -Maintain a regular exercise program to increase strength, balance, and coordination. -Regularly review medications with healthcare provider. -Have yearly eye exams. -Modify home environments to reduce hazards such as slippery floors and poor lighting.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

Objective 3.1: Monitor trends and outcomes to better inform policy and program development.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Track and trend data on the health status and health behaviors of older and mid-aged adults. Update chronic disease facts sheets on an annual basis. Compose a report on the overall health of older adults every two years. Supply updated data to internal and external partners as needed.	ADHS	Vital Records, Chronic Disease and Arizona Healthy Aging (A-HA) Epidemiology Staff within ADHS, Bureau of Women & Children's Health	On-going	
b.	Perform analysis and data review on the health status and health behaviors of older and mid-aged adults.	ADHS	Arizona Healthy Aging (A-HA) Epidemiology Staff within ADHS	On-going	
c.	Evaluate efficacy of disease prevention and health promotion programs targeting older adults.	ADHS	Division of Behavioral Health Services (DBHS) Office of Prevention	On-going	DBHS completed its evidence-based practice assessments on each substance abuse prevention program targeting older adults in November 2012. Through this process, each program received feedback on their program's strengths and also constructive recommendations for program improvement moving forward.

Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Facilitate coordination of health promotion and chronic disease prevention programs statewide.	DES/ADHS	Area Agencies on Aging (AAA), Arizona Living Well Institute, Bureau of Women's and Children's Health (BWCH)	On-going	DBHS is moving forward with integration of delivery of physical and behavioral health care to the SMI members; a significant step in improving the health of the older adult SMI members in Maricopa county. Health care integration will improve individual health outcomes, enhance care coordination for and member satisfaction of the older adult SMI population.
c.	Expand efforts to educate individuals about life care planning options and end-of-life options.	ADHS, DES	Caring Choices Coalition, Life, Az Links Consortium	2009 - On-going	See DES 2012 response
d.	Conduct prevention efforts aimed at older adults at risk of depression or suicide.	ADHS	ADHS, DBHS Office of Prevention, Bureau of Women's and Children's Health (BWCH)	On-going	2/2013- DBHS monitors provision of gatekeeper trainings via the Adult System of Care plan; dissemination of health care parity to medical providers and depression screening reimbursement from Medicare. Expansion of self-management programs for chronic diseases.
e.	Expand participation in self-management programs for chronic diseases.	ADHS - A-HA, Chronic Disease, DES/DAAS	BWCH	On-going	With the health care integration of Adult SMI population in Maricopa county assistance for self-care and management of health conditions including wellness coaching will become part of services provided. This also includes expansion of chronic disease self-management for older adult members. Healthy@Home, home safety checklist for home visitors has a component to refer family members to Chronic Disease Self Management Programs.
f.	Facilitate coordination of immunization efforts among older adults.	ADHS	The Arizona Partnership for Immunizations (TAPI)	On-going	
g.	Promote access to screening to detect chronic diseases.	ADHS, Chronic Disease	Comprehensive Cancer Coalition	On-going	
h.	Initiate and coordinate a statewide falls prevention campaign.	ADHS, GOA, GACA	DES, AAA, Local Health Department (LHD), Gov. Council on Health Status of Women, Injury Prevention Advisory Council (IPAC)	Completed	

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

<u>STRATEGIES</u>	<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
c. Work with local long term care, in-home service providers, and other existing groups to provide training and assistance to caregivers.	ADHS, DES, AHCCCS, Department of Licensing Services (DLS)	Direct Care Workers (DCW) Committee, Area Agencies on Aging (AAA), Arizona Health Care Association (AHCA), Leading Age	On-going	See DES 2012 response
d. Provide ongoing training to behavioral health providers on identifying and addressing the behavioral health needs of older adults (collaboration between Licensing and Behavioral Health divisions)	ADHS	AHCCCS, DES, Area Agencies on Aging, Tribal and Regional Behavioral Health Authority (T/RBHA), older adult program coordinators	On-going	DBHS is collaborating with AHCCCS, DES, Area Agencies on Aging, T/RBHAs and older adult program coordinators across the state to create a strategic plan around behavioral health challenges facing older adults. Through this partnership strategies will be developed to address this target population.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Use regional and technological approaches to improve service delivery, especially to underserved areas.

<u>STRATEGIES</u>	<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
d. Identify technology/communication systems to make agency resources, best practices, and partners accessible to aging adults, partners, and providers.	ADHS		Completed	

Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.

<u>STRATEGIES</u>	<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
c. Expand health promotion/education opportunities by bringing public health and aging networks together.	ADHS, DES	AAA's, LHD, community agencies	On-going	With the health care integration of Adult SMI population in Maricopa county, assistance for self-care and management of health conditions including wellness coaching will become part of services provided. This also includes expansion of chronic disease self-management for older adult members.

Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Provide effective oversight of community-based facilities and the care providers who work in them.	ADHS		On-going	
f. Integrate health promotion and disease prevention strategies into the facility licensing process.	ADHS		Pending	
g. Train behavioral health and licensed facility providers on how to better address the health needs of older adults.	ADHS	Health Services Advisory Group (HSAG), Health Care Association, Arizona Hospital and Healthcare Association (AzHHA), Centers for Medicare and Medicaid Services (CMS)	On-going	
h. Implement legislation on medical techs in long-term care facilities.	ADHS	Lead-Az Board of Nursing		

Objective 7.2: Establish regulations and policies to promote quality of care in all settings.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Regulate and enforce assisted living training programs.	ADHS		On-going	Legislation passed in 2004 now enables this.
b. Develop rules for feeding assistants program for long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 7/1/2013
c. Change long-term care rules to reflect the increased acuity in long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 7/1/2013. In addition to rule changes, the Division of Licensing Services is working with AHCCCS to improve staffing for acuity at nursing facilities by reviewing licensing data to identify areas for improvement and to make contractual changes to AHCCCS providers.
d. New rules changes taking effect July 1, 2013 will allow for behavioral health services to be provided at assisted living and long-term care facilities. New requirements for training and quality assessments within the facilities are being proposed with the new rules.	ADHS		On-going	Bureau of Public Health Statistics continues to produce the annual state report on Vital Statistics, which includes information about deaths from chronic diseases. Also, Bureau manages the Arizona BRFs which covers various risk factors; this BRFs report also is published yearly.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.2: Improve administrative processes to streamline activities and increase coordination.					
STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging